



yourtrust

Summer 2009

The Dudley Group of Hospitals **NHS**
NHS Foundation Trust

THE BULLETIN FOR MEMBERS OF THE DUDLEY GROUP OF HOSPITALS

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your
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Youngster designs poster to promote the hospital in South Staffordshire

A talented young schoolgirl went to the top of the class after designing a poster which will be used to promote the Trust in South Staffordshire.

Little Millie Evans, aged nine, won a competition to design a poster encouraging people to sign up as Foundation Trust members.

Millie, who goes to Brindley Heath Junior School, in Kinver, was picked as the winner out of dozens of her school friends who also entered the competition.

Millie won a set of watercolour pencils and a sketchbook for her winning design and looked thrilled when she was told she had won the competition in front of a school assembly.

Niamh Hunnisett and Ashleigh Morgan, both also aged nine, were chosen as the runners-up.

Diane Jones, the Trust Governor for South Staffordshire, said it had been a difficult task to pick the best design, but that Millie was a worthy winner.

"It was a tough decision to choose the winner as there were so many good entries, but we chose Millie's design because she had made the effort to find out what the Trust's values are and we liked the message she has tried to get across," she said.

"I'd like to say a big thank you to the school and everyone who entered the competition for helping us to promote the Trust in South Staffordshire."

Millie Evans, aged nine was the winner of our Design an Ad competition



Niamh Hunnisett, aged nine

Ashleigh Morgan, aged nine



Trust's Prayer Centre gets praise from religious leaders



(Back l to r) Rakesh Bhatt (Hindu), David Robinson (Buddhist), Rev Alvan Richards-Clarke (Christian), (front l to r) Parkash Sohal (Sikh) and Rehanah Sadiq (Muslim) are pictured at the inter-faith event at Russells Hall Hospital

Religious leaders from around the country gathered at Russells Hall Hospital to have a look at the impressive multi-faith prayer centre and develop closer ties between the major religions.

More than 35 members of the College of Health Care Chaplains from the Christian, Muslim, Hindu, Sikh and Buddhist communities met in the prayer centre, near the main entrance, to discuss how sacred spaces in hospitals are developed and managed and talk about inter-faith chaplaincy work in the health system.

The visitors, many of whom had come from as far afield as Bradford, Leicester, Glamorgan and London, were shown around the prayer centre which is used by patients, visitors and staff.

They were welcomed to the event by Paul Farenden, the Trust's chief executive, and Reverend Mark Stobert, the hospital's chaplain, who organised the event.

Rev Stobert said the day had been a great success and visitors had enthused

about the hospital's prayer centre.

"It was a very successful day. We were expecting about 20 people to attend, but 37 people turned up," he said.

"They were very impressed by the sacred space that we have here and I think I detected a trace of envy from many of them with regard to its central location and the facilities that are available.

"What we have created here is a sacred space for the whole hospital community. It's used for conventional prayer, but also as a quiet space where people can go to collect their thoughts and sit still for a while.

"The architect who designed the prayer centre said he wanted to get across the message that the Trust cared for people's souls as well as their bodies.

"A lot of other trusts have taken the model of what we have achieved at Russells Hall Hospital and have adopted it for themselves, which is a great compliment."



(Back) Steve Randle, (front l to r) Sheree Randall, Jenny Bree and Liz Punter model the uniforms which have been created to reflect their new deputy matron roles

A scheme to help prepare future matrons for the demands of the role has been launched by The Dudley Group of Hospitals NHS Foundation Trust.

Four lead clinical staff from Russells Hall Hospital have become the first people to undertake the eight month secondment.

Hospital Trust launches scheme to train the next generation of matrons

The secondment, which was launched at the beginning of March, involves each of the group shadowing a matron so they can find out what the job entails and taking responsibility for a group of areas to give them first-hand experience of the role.

They will also have to complete a competency development programme to show they would be capable of performing the role should the opportunity arise.

Each of the four staff — Steve Randle, Sheree Randall, Jenny Bree and Liz Punter — come from different areas of the hospital and had to apply to get onto the secondment.

Steve usually works as a speciality manager over anaesthetics and recovery, Sheree as a lead nurse in urology and plastics, Jenny as a lead nurse in the older people's unit and Liz as a lead midwife in maternity.

The four have been given new uniforms — a lilac and white thin-striped outfit for Sheree, Jenny and Liz and a white tunic with burgundy lapels for Steve — so staff can recognise them when they are out on their rounds.

Sheree said the secondment was an excellent idea which was giving the group the chance to get experience of the

matron's role.

"It's an excellent development opportunity for appropriately experienced lead clinical staff," she said.

"It provides us with the opportunity to gain experience of the matron's role which will be invaluable when applying for future posts.

"It's given us exposure to the role which we wouldn't otherwise get and it's making us realise the huge leap needed to go from lead clinical staff to matron.

"We're also getting the opportunity to work in areas we wouldn't normally be exposed to which is giving us a broader knowledge.

"The Trust set up the secondment after identifying there were a lot of lead clinical staff who couldn't really progress past their current role until a matron role became available."

Denise McMahon, the Trust's director of nursing, said: "The secondment scheme provides an excellent opportunity to shadow the matron and learn first-hand the skills required to be a matron.

"It will help us to develop our next generation of matrons."

Let us help you get a better night's sleep

John Plant knew something was wrong when he fell asleep at the dinner table one evening while he was still chewing a mouthful of food.

Although he would often nod off while watching the TV, the 77-year-old from Wollescote knew falling asleep during dinner was more serious and went to see his GP.

After being referred to the Sleep Clinic in the Lung Function Unit at Russells Hall Hospital, he underwent an overnight sleep test in which his heart rate and oxygen levels were measured and was eventually diagnosed as suffering from obstructive sleep apnoea (OSA) — a common condition which affects one in ten people.

The test discovered the condition was stopping him from breathing up to six times every five minutes, waking him up and preventing him from getting the beneficial deep sleep everyone needs to wake up feeling refreshed and recharged.

He was given a Continuous Positive Airway Pressure (CPAP) machine by the hospital to wear at night and instantly felt the benefits.

The machine is designed to stop the air passage from narrowing during sleep by acting as a mechanical splint. Air is

continuously blown through a mask over the nose at a positive pressure which holds the airways open and prevents them from collapsing during sleep.

"It took a couple of nights to get used to it, but now I actually look forward to getting into bed at night and putting it on," he said. "I wouldn't go to bed without it now.

"I didn't know I was having bad nights' sleep. I thought I was sleeping OK and it was only when I had the overnight sleep test that I saw how much my oxygen level were fluctuating which was affecting my heart rate and meaning I was not enjoying really deep sleep.

"I sleep much better now. I don't fall asleep as much as I used to and I'm very happy with the CPAP machine and with the service I've received at the clinic."

The clinic was set up three years ago and looks after the 400 or so people in the area who suffer from OSA.

Surgeries are held every Wednesday afternoon and the clinic has been so successful it now also opens on a Tuesday morning.

Respiratory nurse specialist Dawn Bills urged people to go and see their GP if they were waking up feeling tired or

experiencing unexplained fatigue during the daytime.

"It's a very common problem and while there are about 400 people in the area suffering from OSA that we know about, there must be hundreds more that are undiagnosed," she said.

"More often than not it's a bed partner or a family member who notices if someone is snoring and the snorer might not even realise they are having such a terrible night's sleep.

"If you are experiencing unexplained daytime tiredness or waking up feeling unrefreshed, then it might be a good idea to go and see your doctor."



John Plant wearing the CPAP machine

If you would like to contact the clinic call 01384 244383

First ever members' Health Fair hailed a success

Dozens of Foundation Trust members attended our first ever Health Fair where joint surgery, rheumatology and arthritis were put under the spotlight.

Nearly 100 arthritis sufferers and their friends, families and carers visited Russells Hall Hospital to listen to presentations from a range of specialists and talk to professionals about their conditions.



Members were also able to watch demonstrations of the equipment used to diagnose joint problems, including an ultrasound machine which enables consultants to pin-point problem areas, and examine a selection of replacement joints.

Guest speakers included consultant rheumatologist Dr Rainer Klocke, nurse consultant in trauma and orthopaedics Gail Parsons and manager of the Dudley Orthopaedic Community Service Lisa Tanner.

At the event we were happy to have successfully signed up 36 new Foundation Trust members to the Trust.

Among the members was Constance Saunders, from Coseley, who attended the event with her husband, Frederick. Mrs Saunders said she had come along because she needed to have her elbow replaced.

"I've already had two hip replacement operations and an operation on my shoulder and now I need a new elbow," she said.

"It's been nice to come along and have a chat with someone and see some of the replacement joints for myself.

"It's been very interesting. I found Dr Klocke's talk very useful and reassuring."

Nursing director Denise McMahon hailed the event as a "great success."

"It went very well and we were pleased with the feedback we got from visitors," she said. "We were particularly pleased with the number of people who attended."

News from the Chair

We have had a particularly busy time recently recruiting and engaging with different groups of members, some of our activities can be found in this edition of **Your Trust**. We held our first ever members health event which was a huge success so please book in early for our next one on 10th June.

We have recently undergone our annual planning process which involved the Council of Governors in helping us to decide what is most important to the people we serve. The process highlighted to all involved how public accountability for our local health services is becoming a reality. This is set against a background of increasing scrutiny from our regulators Monitor and the Care Quality Commission (CQC).

The recent review into Mid Staffordshire Hospitals NHS Foundation Trust has raised the profile once more of how patients and the public are having a bigger say on how health care is delivered and reviewed. In response to the report the CQC have set up rapid response teams that will hold 'risk' summits, including health watchdogs, inspectors and NHS regional chiefs, to ensure all elements of monitoring and reporting are coordinated to prevent such failings happening in the future.

VIP Invitation

You are invited to attend our next Members Health Fair

Event: Cancer Awareness

Date: Wednesday 10th June 2009

Time: 6.30pm to 9.30pm

Venue: Clinical Education Centre, 1st Floor C Block, Russells Hall Hospital

Light refreshments will be provided

This event is all about cancer and will cover early detection and screening, cancer prevention and cancer care pathways. There will also be an opportunity to talk to professionals about any issues or concerns you may have.

Places are limited to 100 so please do let us know whether you will be coming along. The event is open to members of our Trust and one guest (to sign up as a member on the night).

Please either ring 01384 456111 ext 1419 or email foundationmembers@dgon.nhs.uk to book your place.

The health service, whilst currently enjoying a degree of protection from the economic crisis, will soon be faced with a deteriorating financial resource position which will place extremely demanding challenges and choices on health organisations across the country.

Locally, some of you may know that our chief executive Paul Farenden is retiring later this year. Paul has enjoyed a long and distinguished career in the NHS, spanning 41 years, and has led Dudley through an exciting phase of developments commencing with the building of the new hospitals under the PFI initiative and culminating in the achievement of Foundation Trust status in October 2008.

Under Paul's leadership, the Trust has significantly expanded its clinical services and enjoyed the enviable position of meeting key targets throughout a period of unprecedented change in the NHS.

We are sorry to see Paul go and wish him a very long and happy retirement. The programme to recruit a successor is underway and the Board plan to have the new chief executive in post when Paul retires in the autumn.





Over 200 members have taken a tour of our services

Trust members enjoyed a behind the scenes look round the cancer and renal care units at Russells Hall on one of the regular tours of the hospital.

A dozen members gathered in the prayer centre on Tuesday 24th February where they were welcomed by Trust chairman, Alf Edwards.

Mr Edwards gave them a short presentation about the Trust and the work it does before the members split into four smaller groups for the tour which took in the anti-coagulation, respiratory and lung function wards, as well as the ear, nose and throat clinic and ophthalmology.

Following the tour, they re-assembled in the prayer centre for refreshments and the chance to quiz Mr Edwards and Paul Farenden, the Trust's chief executive.

Trust member Janet Storey, from Kingswinford, said she had enjoyed the tour.

"It was very informative and I was very impressed with the departments and the work they do," she said.

"The information we received really opened my eyes as to what the Trust has to offer patients."

Fellow Trust member Robert Harris, also from Kingswinford, said he was impressed with the renal unit.

"It was a very interesting tour and I enjoyed all aspects of it," he said.

"I was particularly impressed with the hand washing glow box in the renal unit which shows up bacteria on your hands."

Why not take a tour?

Our next members Trust Tour is on Saturday 9th May at 10.00am to 12.00pm in the prayer centre. If you would like to attend please contact the Foundation Trust Office on 01384 456111 ext 1419 or email foundationmembers@dgoan.nhs.uk

Breastfeeding Event on 14th May

Mothers-to-be can find out about the benefits of breastfeeding their babies at an event at the Merry Hill Shopping Centre.

The all-day event, which is being held to coincide with National Breastfeeding Awareness Week, will be running in Fountain Square on 14th May.

Staff from the maternity unit at Russells Hall Hospital will be joining colleagues from Dudley Primary Care Trust, the Children's Centre, in Brierley Hill, and the National Childbirth Trust Breastfeeding Network.

Visitors will be able to speak to the professionals, pick up literature and receive a free copy of a new Department of Health (DOH) DVD called From Bump to Breastfeeding.

The DOH recommends exclusive breastfeeding for around six months, with continued breastfeeding



alongside solid foods after six months.

Research indicates breastmilk gives babies all the nutrients they need for the first six months of life and helps protect them from infection and diseases such as gastro-intestinal infections, ear infections, urine infections, eczema and obesity in later childhood. It can also reduce the risk of ovarian cancer, breast cancer and weak bones later in life.

Dates for your Diary

May

9th – Members Trust Tour
10.00am to 12.00pm
prayer centre, Russells Hall Hospital

June

4th – Council of Governors Meeting
6.30pm to 9.00pm
clinical education centre, Russells Hall Hospital
10th – Members Health Fair
6.30pm to 9.30pm
clinical education centre, Russells Hall Hospital

July

15th – Members Trust Tour (Evening)

September

10th – Council of Governors Meeting
6.00pm to 9.00pm
clinical education centre, Russells Hall Hospital

28th – Annual Members Meeting

Time and venue to be confirmed
All members are welcome

October

14th – Members Trust Tour
10.00am to 12.00pm
prayer centre, Russells Hall Hospital

December

10th – Council of Governors Meeting
6.00pm to 9.00pm
clinical education centre, Russells Hall Hospital

All Council of Governors meetings are public.

Please let the Foundation Trust Office know if you would like to reserve a place at any of the events so we can cater for numbers.

Meet Your Governors

One of the key elements of being a Foundation Trust is to have a representative membership from local communities who are represented by their Governors. We have 39 Governors on our Council of Governors which are split as follows:

Public elected	20
Staff elected	6
Appointed Governors	13

I was elected as a Governor to represent the Central Dudley constituency to improve the communications between all members residing in the constituency and hospital hierarchy. I shall make every effort to bring residents concerns to the relevant responsible clinicians and managers regarding any issues about treatment and problems faced during their journeys in hospital.

Dr P D Gupta, Public Elected Governor, Central Dudley



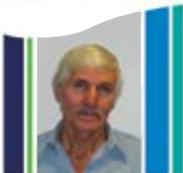
When I was told that I had been appointed to the post of volunteer Governor, I was very surprised but also extremely pleased. I had been a volunteer with the WRVS and felt that this was an opportunity to put forward the views of all the hospital volunteers. It was also an opportunity to help liaise with the patients coming to the hospital for treatment and present their concerns. Not only can I do this, but I can keep the volunteers aware of what is going on at the Council of Governors Meetings and at various presentations through the volunteer newsletter. In this way, we are all able to appreciate the immense amount of work that goes on behind the scenes, without which the hospital would be unable to function. I feel very proud to have been elected to this position, and am determined to work as hard as possible to be worthy of it. The volunteers seem to go from strength to strength, and it is very rewarding to be told by staff members how much we are appreciated. I hope that I, and everyone, can continue to help the hospital grow and become even more successful.

Pamela Boucher, Appointed Governor



I am honoured to serve on the Council of Governors as the representative of the University of Wolverhampton and I am looking forward to contributing to the development of the new Foundation Trust as a partner organisation with strong commitment to supporting the development of the Trust and ensuring the quality of patient care.

Professor Linda Lang, Appointed Governor



I believe the NHS is the best thing in the world. A place where everyone can have the best treatment free of charge regardless of money or status. As a Trust Governor I will fight to protect this, and do the best to help make Dudley Hospitals the best. I welcome any contact from people who need help, and will do my best for them.

Richard Brookes, Public Elected Governor, Brierley Hill



I became a Governor of the Trust because I felt my background and experience in public services would enable me to carry out this role effectively and to contribute to the work of the Trust for the benefit of patients, relatives, staff and all members of the community. Governors have an important role in communication between the Trust and the community so that users are well informed about the scope and quality of services, and that the Trust understands the views and experiences of its users. I would like to ensure that the 'user' voice has influence by representing the views of the community in Halesowen that I represent.

Rob Johnson, Public Elected Governor, Halesowen



In my role as Governor I hope to help my fellow resident's to continue getting the high standard free treatment that is available to all. Health is a major priority to us all and I am here to help in any way possible, working with the Foundation Trust and constituents of North Dudley.

Rosemary Bennett, Public Elected Governor, North Dudley



I have a passion for our wonderful free NHS, and my depth of interest increased significantly in 1990 following the death of my beloved father in what I felt was less than adequate conditions in a Birmingham hospital. Trying to be positive I sought 'political refuge' and within six years was elected to the local Council and was Chair of the Health Committee. I've served on the now defunct Community Health Council and was a Non-Executive Director on Dudley South PCT whilst campaigning tirelessly for a structure that allows major public involvement and at last Foundation Trusts do just that! I chose to take the next step and was proudly elected as one of 39 Governors. I see the role as a representative of the thousands of ordinary members of the public already signed up to have their views heard at Board level. My view is that at last the dream of true public accountability within our number one public service is becoming reality.

Steve Waltho, Public Elected Governor, Brierley Hill

Check out our progress

Our financial performance for the year 2008/09 is strong and is predicted to remain that way for 2009/10. Below you will see how we have performed against some national performance targets at the end of our financial year 31st March 2009.



Infection Control

Reported

MRSA

Our target for MRSA is agreed locally with our Primary Care Trust and is 12 cases per year post 48hrs. That means patients that develop their infection after they have been in hospital more than 2 days are known as post 48hrs.

During 2008/09 there have been seven cases in this category of post 48hrs and nine patients have been admitted with MRSA, but these nine cases are not counted by our regulator Monitor as hospital acquired infections.



C.diff

Government target is to achieve a continued reduction in healthcare associated infections.

Our target agreed locally with our Primary Care Trust is no more than 299 cases per year. Up to the end of March we have had 152 cases.



Access

Cancer waiting times

These ensure that patients are treated within a maximum of 62 days from referral to treatment including any diagnostic/outpatient appointments.



Referrals from GPs

Patient waits in A&E

(Target is no one to wait longer than 4hrs to be seen, treated and discharged)

We missed this national target by 2% of patients seen waiting longer than 4hrs. We have action plans in place and are already back on target to achieve this target again.



18 weeks from referral to treatment

The 18 week national target is set as the total maximum time it should take from the GP referring a patient for treatment to the time that treatment starts. Within that 18 weeks all diagnostic tests and outpatient visits for tests should have taken place.



Activity vs Plan

We are treating more patients than we had planned to.

Efficiency

Length of stay



Day surgery rate



Complaints and claims

We want to improve the efficiency of our services to ensure patients are not kept in hospital longer than necessary.



Boxers Are A Knockout Success With Poorly Youngsters During Visit To Russells Hall Hospital

Poorly youngsters at Russell Hall Hospital had a knockout afternoon when two giants of the boxing ring dropped in to pay them a visit.

'Big' Joe Egan, from Birmingham, who Mike Tyson described as one of the toughest men on the planet, and Rob Norton, the Stourbridge-born British and Commonwealth cruiserweight title holder and former world champion, spent an hour chatting with the excited children and their parents and staff.

Joe, who will appear in Guy Ritchie's new film later this year after reinventing himself as an actor following his retirement from the ring, brought along signed posters and cards and posed for photographs, while Rob let the patients play with his boxing belts.

The pair were invited along by hospital security guard and former British amateur boxing champion Pete Jackson.

Rob said it was an "honour" to meet the children and paid tribute to their courage and bravery.

"It was absolutely brilliant and I loved getting the chance to meet the children," he said. "They are an inspiration.

"I've been lucky in that I've never really



Boxers Rob Norton (left) and Joe Egan (right) are pictured together with Russells Hall Hospital security guard Pete Jackson during their recent visit to poorly youngsters in the Children's Ward



Boxers Rob Norton and Joe Egan flank nine-year-old Luke Crutchley during their visit to the Children's Ward at Russells Hall Hospital

had to go into a hospital before and I didn't know what to expect, but the atmosphere was really friendly and the children had big smiles on their faces which was lovely to see.

"It puts everything into perspective when you come in here and it makes you realise that you haven't really got any problems compared to what the children have to contend with.

"They are all so brave and it was a real honour to meet them."

Hospital play specialist Linda Taylor described the visit as "emotional" and said everyone had a great afternoon.

"They were just fantastic and it was quite emotional to see these two great big muscular guys spending time talking to the children and bringing a big smile to their faces," she said.

"The children absolutely loved it and it made their day. Some of them have been in surgery and have been feeling a bit miserable, so this visit helped take their minds off being in hospital."

Safeguarding Vulnerable Adults

The Dudley Group of Hospitals NHS Foundation Trust is a representative on the Safeguarding Board for Vulnerable Adults within Dudley. Other Board members include representatives from Dudley Council, West Midlands Police, the Primary Care Trust, voluntary agencies and the independent sector groups.

It's aim is to ensure that agencies within Dudley work together to protect vulnerable adults from abuse and the risk of abuse, following the procedures and guidelines set out in a document called Safeguard and Protect.

Abuse includes physical, sexual, psychological and financial abuse, neglect, acts of omission, institutional and discriminatory abuse.

The Board promotes the responsibility of all Dudley residents to recognise that safeguarding others is their responsibility.

Awareness raising and the views of groups of vulnerable people in Dudley are sought by Board members. This ensures that issues which are important to Dudley citizens, regarding their safety, are discussed.

People's experience of adult abuse and the manner in which it was dealt with are also shared so that improvements to procedures and to services can be made.

There is a Safeguarding Team based in Dudley who can be contacted to discuss concerns people may have for themselves or others on 01384 818543.

Nominate now for staff 2009 awards

Do you know someone at the Trust who has gone the extra mile to make sure you received excellent care?

Committed to Excellence is The Dudley Group of Hospitals NHS Foundation Trust staff recognition scheme, providing an ideal opportunity for colleagues, patients, carers and members of the public to show how they value an individual or a team who has made a difference.

Nominations can be made for either individual members of staff or whole teams from any part of the organisation, working on the front line of patient care or supporting from behind the scenes.

Foundation Trust members are invited to play a vital role in recognising staff by nominating them for an award in the category of:

Excellence in patient care – An award to recognise an individual who has made an outstanding contribution to the patients' experience.

The closing date for nominations is Tuesday 30th June 2009.

Simply cut out this form and pop it in the post to:

FREEPOST Plus RLXY-HJKL-GBAH
The Dudley Group of Hospitals NHS Foundation Trust
Foundation Trust Office
Russells Hall Hospital
2nd Floor C Block
Pensnett Road
Dudley
DY1 2HQ



Nomination form

Category: Excellence in patient care

Nominees name and department/ward:

Reason for nomination:

The judging panel will base their decisions on this information

Your name and contact number:

Have you ever thought about being a Governor?

Do you live in Tipton?

The Dudley Group of Hospitals NHS Foundation Trust has a vacancy on its Council of Governors for a public elected Governor in Tipton. We will shortly begin our election process to fill this position. If you are a member living in Tipton, over the age of 16 and are interested in representing your local community, this role may appeal to you.

Currently the Council of Governors is made up of:

- 20 Governors elected by members of The Dudley Group of Hospitals NHS Foundation Trust
- 6 Governors elected by staff members of The Dudley Group of Hospitals NHS Foundation Trust (including staff employed by our partner organisations)
- 13 Governors appointed by a range of partner and stakeholder organisations

The Council of Governors has the following responsibilities:

- Advise the Board of Directors to ensure the NHS Foundation Trust is meeting its objectives
- Be consulted by the Board of Directors regarding forward planning and service development
- Appoint and remove any future chairman and non-executive directors of The Dudley Group of Hospitals NHS Foundation Trust
- Approve the appointment by the non-executive directors of any future chief executive
- Appoint and remove the auditor

The Foundation Trust holds four meetings of the Council of Governors each year. As a Governor, you will be expected to attend these meetings, which will also be open to members and the general public. There are opportunities to be more involved in different aspects of the Council through its sub-committees.

If you would like to find out more about the role of a Governor please contact the Foundation Trust Office on 01384 456111 ext 1419 or email foundationmembers@dgoh.nhs.uk or log on to www.dgoh.nhs.uk

Pre-op patients to be screened for MRSA before they come into hospital

The Dudley Group of Hospitals NHS Foundation Trust takes MRSA and healthcare associated infections extremely seriously. We are committed to reducing infections and giving our patients high quality health care.

There are many people in the community who may have the MRSA germ without showing any symptoms. By screening (performing a simple swab test) before a procedure, we can find out who is carrying the germ and provide treatment for patients before they come into hospital. A swab will be taken from the nose and other skin sites depending on the type of procedure the patient is having. The results usually take 4-5 working days to come back, and the patient will be treated accordingly depending on the result.

BLOOD TESTS EXTENDED HOURS



Russells Hall Hospital

Outpatients Department,
Dudley, West Midlands, DY1 2HQ
Monday-Friday 8.00am to 7.30pm
Saturday 9.30am to 11.30am

No appointment needed

Blood tests for children under 10 years of age:
Monday-Friday 8.00am to 5.30pm

Corbett Hospital Outpatient Centre

Vicarage Road, Stourbridge,
Dudley, West Midlands, DY8 4JB
Monday-Friday 8.00am to 6.00pm

No appointment needed

Blood tests for children under 10 years of age:
Monday-Friday 8.00am to 5.30pm

More sessions are available at health centres across Dudley by prior appointment. Please check with your GP for details or check out our website www.dgoh.nhs.uk soon for further updates

Cancer Management Team

The Cancer Management Team at The Dudley Group of Hospitals NHS Foundation Trust was originally set up in 2000 following the introduction of strict new government targets. The team is the glue that holds the Trust's cancer services together and plays an essential behind the scenes role in organising all the different health professionals involved in the multidisciplinary teams (MDTs).

The MDTs are made up of consultants, clinical nurse specialists and team co-ordinators and also draw on the expertise of other healthcare professionals, for examples oncologists, psychologists, plastic surgeons, speech and language therapists and geneticists. MDTs meet weekly to discuss the needs of patients under their care both pre and post treatment; some may require treatment from more than one specialist area.



(from left) lead cancer services manager Anne White, lead cancer clinician Mr Nick Whear, secretary Julie Wallage and assistant cancer services manager Hannah Coyle. Not pictured are lead cancer services manager Lyn Waldron and secretaries Debbie Smith and Libby Espin-Bradley

The Cancer Management Team is responsible for organising care for a wide range of cancers, including those of the skin, breast, head and neck, lower GI, upper GI, gynaecology, haematology, urology and lungs. It also organises palliative care and end of life care.

The team work closely with these individual cancer teams across the Trust to develop cancer services for our patients and to meet the national Cancer Reform Strategy targets laid down by the Department of Health.

The current team, which has been working together since 2006, consists of Mr Nick Whear, lead cancer clinician, Ann White, lead cancer services manager, Lyn Waldron, macmillan lead cancer nurse, and Hannah Coyle, assistant cancer services manager.

The team is supported by a trio of part-time secretaries Debbie Smith, Julie Wallage and Libby Espin-Bradley who provide the first point of contact and ensure the team continues to run smoothly by carrying out the unheralded administration tasks.

Ensuring the best care for local people

The team is part of the Greater Midlands Cancer Network which includes cancer teams in Wolverhampton, North Staffordshire, Mid Staffordshire and Shrewsbury and Telford and which aims to improve cancer services across the network.

In addition to this the team's performance is assessed each year by a National Peer Review Programme which is conducted by professional peers from outside the network. The review is held to ensure compliance against government-set measures and targets that guarantee cancer patients receive the same quality of care, regardless of where they live.

Waiting time targets for cancer services

At the Trust we understand that waiting for diagnosis and treatment of cancer can be a very worrying time for patients. All patients referred to us with suspected cancer can be assured that we will arrange urgent appointments which fall in line with the national cancer waiting time targets:

Prevention and early detection

The Trust's clinical nurse specialists work hard in raising awareness of cancer by taking part in various educational campaigns.

So far this year, the nurses have taken part in events at Russells Hall Hospital and around the local area to promote the prevention and early detection of bowel, prostate and skin cancers, and have been involved in the annual No Smoking Day campaign.

Target	Target achieved	Number of patients		
		2006	2007	2008
Two week maximum wait from urgent GP referral to first outpatient appointment for all urgent suspected cancer referrals	✓	5263	5875	6503
31 day maximum wait from decision to treat to first treatment of all cancers	✓	1402	1474	1483
62 day maximum wait from urgent GP referral to first definitive treatment of all cancers (shared accountability)	✓			

2009 changes to the targets

From 1st January 2009 the way in which patient information is recorded against these targets has changed.

Previously the clock stopped if, for instance, the patient was going on holiday, or was unable to continue treatment due to clinical reasons. (An example of clinical reasons might be that, for some cancers, a period of recovery time following a diagnostic procedure is required before treatment can commence).

Under the new targets the clock will not stop against the target unless the patient does not attend (DNA) for their appointment or treatment (surgery or chemotherapy etc.).

Our primary aim as a healthcare provider is to ensure

that you, our patients, receive the highest quality care and treatment. For this reason we have made the decision that, if we know you cannot attend, we will reschedule your appointment with you rather than delay your treatment by waiting for you to miss an appointment or treatment.

This makes it inevitable that there will be some patients for whom we cannot meet the target.

We want to reassure you that you will still receive the same high quality service that has always been provided, and the same timely appointments. However, you are likely to see reports confirming a lower percentage of compliance against the target than previously.

All in a day's work of...

Karen Davies



Support clinical nurse specialist, urology department, Corbett and Russells Hall Hospital

- 1. What was the last good book you read?**
‘That’s Another Story’ by Julie Walters. It’s her autobiography and it’s a fabulous read.
- 2. What CD have you got in your car?**
I usually listen to Beacon when I’m driving.
- 3. What is your favourite food?**
I enjoy all food, but I especially enjoy Italian and seafood. I also love to cook.
- 4. What do you do to unwind?**
I enjoy reading and I’m a bit of a magazine addict. I enjoy gardening (but only in good weather!) and walking the dog (again, I prefer to do this in good weather). I used to belly dance and hope to start again soon.
- 5. Where were you born?**
Malta. My father was in the Navy and was stationed out there.
- 6. Is there a specialist interest/function that interests you at work?**
I enjoy all aspects of my job. I have a lot of contact with patients who have bladder cancer who can be attending the hospital for many years.

Karen has worked within The Dudley Group of Hospitals since she started her nurse training at the School of Nursing at Dudley Guest Hospital in 1981.

She has worked predominantly in urology, first at Corbett, then at Wordsley and Russells Hall hospitals, and started in her current role as support clinical nurse specialist three years ago. Karen said: “Many of the patients I see are ‘regulars’ with superficial bladder cancer.

“I often meet them at their first urology appointment when they are being investigated for haematuria, or blood in the urine; when they are admitted for surgery or if they need to have intravesical chemotherapy or immunotherapy, or bladder installations to treat their cancer.

“Treatments can continue for up to three years and then I see them at their regular follow-up cystoscopies every three, six or 12 months. I get huge job satisfaction from providing this continuity in care for these patients.”

Diary

7.30am Mondays, Tuesdays and Wednesdays

I work at Corbett Hospital in the Haematuria Clinic between 7.30am and 2.00pm. We see an average of 20 patients who undergo flexible cystoscopy, which is an examination of the bladder under local anaesthetic.

In the afternoons, I return to Russells Hall Hospital, often seeing patients, who are unable to get to the hospital, at their homes where I administer hormone injections or deal with catheter problems.

When I get to the hospital, I usually call in on the C6 urology ward to pick up any messages and emails and visit patients on the wards.

On Thursdays I have nurse-led clinics all day on C6. In the morning, I see between 15 and 25 patients who are having intravesical chemotherapy or immunotherapy to treat superficial bladder cancer and some patients who are having treatment for painful bladder syndromes.

In the afternoon, I see between four and five patients for urodynamics, which is an investigation for bladder problems. This can take up to one hour for each patient.

On Fridays I am at Russells Hall Hospital all day. After a ward round with the urology team, I spend most of the morning in the office where I check that all patients who were discussed at the previous week’s Multi-Disciplinary Team meeting (MDT) have been seen or contacted. I also chase up the results from the biopsy clinics of which we have three a week and contact patients who have had negative results by phone and arrange follow-ups.

At 12.30pm I attend the weekly MDT meeting which lasts for about one hour. When I get back to the office, I contact patients who have been discussed to arrange appointments for the following weeks and completing the relevant paperwork.

I try to finish on time at **4.00pm on a Friday**, but I may have to visit patients on my way home and also drop in at Corbett Hospital to set the Labcaire machine (washer/disinfectant) for Monday morning so the whole process can begin again.